

# MiScorecard Performance Summary

**Agency: Michigan Administrative Hearing System**  
**Executive Director Mike Zimmer**  
**Period: April 2012**  
**SCORECARD**

**Legend:**

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Michigan Administrative Hearing System</b>							
Unemployment Agency Appeals (1 <sup>st</sup> Level)	Green	↓	30	27	30	Monthly	Average case age of 1st level appeals in days
Unemployment Agency Appeals (2 <sup>nd</sup> Level)	Green	↓	90	82	95	Monthly	Average case age of 2nd level appeals in days
Workers' Comp Magistrate Decision	Yellow	↓	80%	66.7%	72.0%	Monthly	Issuance of Magistrate Decisions in Worker's Comp Claims - 30 day case average
Michigan Tax Tribunal Appeals (Entire Tribunal)	Green	↑	90%	97.0%	96.0%	Monthly	Issuance of Decisions in Entire Tribunal cases - 36 month standard
Michigan Tax Tribunal Appeals (Small Claims)	Red	↑	90%	67.0%	56.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 month standard
Public Benefit Cases Referred by Department of Human Services	Yellow	↓	90%	74.6%	78.1%	Monthly	Closure of benefit cases referred by DHS - 60/90 day compliance
Disability Cases Referred by Department of Human Services	Red	↑	60%	39.3%	31.6%	Monthly	Closure of disability cases referred by DHS within 90 days
Total Cases Closed		↑	N/A	53,665	52,796	Quarterly	Number of Total Cases Closed